

Cynthia Adrienne Lockley

Washington, DC metropolitan area

Internet: lockley@macconnect.com

Home page: <http://www.macconnect.com/~lockley/>

Summary

A versatile business communicator with hands-on experience in managing, writing, editing, designing, and publishing World Wide Web pages and software and hardware documentation for commercial and military use. Has hands-on, team lead, and management experience in a variety of fields such as research and development, engineering manufacturing, and education. Works well with people and takes pride in providing high-quality work and meeting deadlines.

Project management recent work

- Investigated requirements for supporting the IBM infoMarket service on the World Wide Web (**WWW**) and set up documentation tools, procedures, and training for the technical writing team.
- Managed a publicity campaign for an International conference attended by over 2300 people.
- **Analyzed** hardware- and software-**currency** and established a project office to track and maintain currency information for ImagePlus products running on the IBM MVS/ESA platform.

Publications management recent work

- Directed the writing, packaging, and production of an information library (hardcopy and softcopy books) for **software products** that run on **MVS/ESA**, **OS/2**, and **AIX (UNIX)**.
- Analyzed the documentation requirements and **directed projects** for PC and mainframe software documentation products and a **World Wide Web service**. Participated in **usability tests** of products and the documentation.
- Was the **Managing Editor** for software documentation.
- Managed two departments and large teams of technical writers, editors, graphics-designers, and illustrators, including vendor writers and editors.

Technical writing and editing recent work

- Wrote, edited, and tested **HTML** pages for a WWW service, professional societies, and my own home page; created and modified GIF files.
- Used **text tagging languages** such as HTML, SGML, IBM BookMaster, ISIL, SCRIPT, and GML.
- Conducted **technical edits** of software documentation.
- Edited **marketing** and **announcement materials**.
- Established **style guidelines** and wrote **style guides**.

Marketing communication and support recent work

- Created and maintained World Wide Web pages.
- Edited marketing materials for copyrights, trademarks, style, and technical accuracy.
- Designed and wrote a monthly **community newsletter** for a civic association.
- Designed and presented two **workshops for customers** at SHARE.

Quality assurance recent work

- Tested function and presentation of WWW pages for WWW service.
- Was the editor and documentation planner for the IBM ImagePlus **Malcolm Baldrige quality assessment** applications for 1993 and 1994.
- Designed standards and formats for Information Development.
- Monitored and maintained **trademark lists** related to product development.
- Coordinated reviews of product **terminology**.

Creative writing

- Wrote and published personal and **work-related poetry** and songs for internal and customer events.
- Wrote **internal and community newsletters**.

Technical illustrating and photography

- Designed layouts for Web pages and created and modified graphics.
- Worked as an **electrical and mechanical draftsman** for the Landsat project.
- Created technical illustrations, slides, and photographs for physics, chemistry, biology, and materials sciences departments.

Consultation and training

- Provided **training** on how to create HTML pages for the **World Wide Web**.
- Provided training on how to use **editing tools and software**.

Cynthia Adrienne Lockley

Translation	Edited, proofed, and translated scientific papers and reports from German into English for both British and American journals and for reports to NATO.	
Software skills and experience	WWW , HTML, BBEDIT, SGML, Internet , Netscape Navigator, IBM WebExplorer, NCSA Mosaic, TCP/IP , LaMail, TaP/2, Lotus Notes , Microsoft Windows 95 and Windows 3.1, Macintosh System 7.5 , OS/2 V2R1, OS/2 WARP , AIX/6000, BookMaster , ProcessMaster, OfficeVision, VM/CMS , Microsoft WORD , EXCEL , Lotus 1-2-3, DOS , Personal Editor 2, XEDIT , TOOLS, RACF, HONE, PROFS, MACPROJECT PRO , MACPROJECT II , PERT/CPM, DeskGallery, ClipMASTERPRO, DeskArt clip art libraries, Adobe Photoshop , Canvas, QuickTake, DeskPaint, MACPAINT, MACDRAW, SUPERPAINT, FULLPAINT, DWSCRIPT, GML, ISIL, SCRIPT, VolksWriter 2 Deluxe and 3, Deluxe Music Construction Set (DMCS), MULTIPLAN, PCAS, MACWRITE, COBOL, FORTRAN IV, VISICALC, BASIC, UNIVAC Data Base Management Systems (DMS 100 DDL/DML), TSO, Harris MUSE, Wylbur, Threads, APL, JCL, numerous computer games, and other software tools.	
Hardware experience	Power Macintosh 6100/66 , 8100 , and 8500 , Macintosh Ilci, Apple PowerCD, LaserWriter Pro and Select 360, IBM Thinkpad Model 755C (and PS/2 Models 57, 90, 80, 70, XT), Hewlett-Packard LaserPrinter, IBM 3812, 3816, and 3820 printers, IBM 4019 LaserPrinter, IBM System/390, IBM PC, XT, and AT, IBM 3279 terminals, IBM 3274 Control Unit, COMPAQ Portable Plus, Macintosh II and Macintosh Plus, Wang OIS, Apple II+, HP Laserjet II, Apple's LaserWriter, IBM, Macintosh, and Epson dot matrix printers, DEC PDP-11, Harris 300, 500, 800, Perkin/Elmer, Osborne, UNIVAC 1108, 1106, and UNIVAC 1100/40, IBM S/370, IBM S/360, S/360-75, and -91, and Xerox Sigma 5. She maintained network communications with the IBM Information Network, for a research organization.	
Present position	Web Specialist, freelance web page designer, and technical editor.	
Employers	1997 to present 1988 to 1996 1985 to 1988 1979 to 1985 1974 to 1979 1974 1972 to 1973 1971 1970 to 1971 1970 1967 to 1971 1966 to 1967	Pacific-Sierra Research Corporation , Arlington, Virginia IBM Corporation , Bethesda, Maryland; Falls Church, Virginia American Institutes for Research (AIR) , Washington, DC The Singer Company Link Simulation Systems Division , Silver Spring, Maryland Computer Sciences Corporation , Silver Spring, Maryland University of Maryland Department of Physics and Astronomy, College Park, Maryland University of Utah Physics Department, Salt Lake City, Utah The University of Karlsruhe, Institute for Chemical Engineering, Karlsruhe, West Germany Odyssey House, Inc., Salt Lake City, Utah O.C. Tanner Jewelry Company, Salt Lake City, Utah University of Utah Physics Department, Salt Lake City, Utah University of Utah Medical Research Center, Salt Lake City, Utah
Employers while in college	While a university student (1965-1971), financed 100% of my college education and living expenses by working part-time jobs doing experimental physics lab work, material sciences analysis, a full-time job in Germany doing chemistry lab work, and also held part-time and full-time jobs as the Administrative Assistant and Acting Director of Odyssey House, Inc. (a drug rehabilitation program); as a Production Line Worker for the O.C. Tanner Jewelry Company ; and as a Dietary Aid in the Clinical Research Kitchen for the University of Utah, Medical Research Center .	
Education	<ul style="list-style-type: none"> • B.S., University of Maryland University College, Information Systems Management, 1982. • Post-graduate courses, University of Utah, Linguistics, TESOL, and Modern Greek, 1972-1973. • B.A., University of Utah, English, 1972. Language studied: German. 	
Professional education	<ul style="list-style-type: none"> • Internal and external courses and seminars on project planning, management, and technical skills. 	

Cynthia Adrienne Lockley

Community services activity

- Serves on the **Board of Directors** for Vesta, Inc., Adelphi, Maryland: offices held have been Vice Chairperson and Treasurer.
- **Editor** of *Around the Block*, the monthly newsletter for the Cool Spring Terrace Civic Association.

Affiliations

- Society for Technical Communication (STC); senior member, **2nd Vice President, Webmaster**, and **Competitions Manager** for the Washington, D.C. Chapter 1996-1997, and **Co-Manager of the Public Relations Committee** for the 1995 international conference and the local chapter 1995-1996; Judge in Online Competition 1996
- Women in Communications, Inc. (WICI); member and Web Page Committee Chairperson
- American Association of University Women (AAUW), Maryland
- 1993/1994 **Who's Who Worldwide** Registry of Global Business Leaders

Recent professional presentations

Co-presenter of panel presentation and **workshop** with Kathleen Burke and Jacelyn Swenson to the ACE-NIPS at the University of Maryland University College: "The Internet and WWW: Issues and Challenges for Hands-on Educators", June 14, 1996

Presentation to the STC, Washington, DC Chapter: "Home pages and the World Wide Web", December 12, 1995

Presentation to potential vendors for graphic design for the IBM infoMarket Web pages: "Copyrights, Trademarks, and IBM Corporate Standards", September, 1995

Co-presenter with Santo Collura of a **documentation workshop: ImagePlus Publications--Friend or Foe?** at the March 1993 SHARE 80 Conference, San Francisco, CA and at the August 1992 SHARE 79 Conference, Atlanta, GA

Publication types

WWW pages, presentations, workshops, external and internal newsletters, marketing and announcement materials, promotional articles, technical reports and papers, planning documentation, proposal input, distribution and support plans, project development plans, software and hardware documentation, (general information manuals, installation guides, library guides, messages and codes, migration guides, planning guides, program directories, user's guides, operation guides, README files, and online help), operating procedures, technical papers, military manuals, status reports, style guides, acronyms and abbreviations handbooks, applications, catalog of products and services, descriptive articles, edited and performed in marketing videos, digitized voice for a training simulator.

Web page URLs

Home page: <http://www.macconnect.com/~lockley/>

Additional URLs: <http://stc.org/region2/wdc/www/> (STC WDC Chapter's page)
<http://stc.org/region2/www/> (STC Region 2 Sponsor's page)

Workpages: <http://www.infomarket.ibm.com/>

Awards, honors, and recognition

IBM 1995 Informal Team Award for work on the WWW pages.

IBM 1993 Information Development **Excellence Award** for Customer Excellence, Tier III team award.

IBM YEA awards (7) from co-workers in appreciation for her work or help with various activities, 1990-1993.

IBM Informal Awards (4) for work on various projects, 1988-1992.

Letters of recognition and appreciation

Revised: 17 January 1997